

## How to file a claim

1. Download, print out and complete the claim form and return it to us. Page two of the form can be used to help identify the type of siding involved. Please fill out the form completely. Incomplete information will delay the processing of your warranty claim.
2. **Supply proof of purchase such as a copy of the siding warranty or a paid receipt** identifying the products used on the project. If these documents do not provide specific identification of the products used, submit a product sample. If sending a sample, do not cut the sample out of the wall or damage it in any way. Do not write on the front of the sample. Submit a 1-3 foot long whole piece that can be placed back on the wall if needed. With the exception of fade issues, the sample may be an extra piece that you may have from the job.
3. Photos of the home are required to process the claim. Please submit photos showing each entire wall area, even if the wall is not affected. Also submit close-up photos of individual areas affected by the problem.
4. Indicate the nature of the concern. Please be specific, including the location and extent of the problem.
5. **Samples are required for fade claims.** Submit a sample from the affected wall(s). Be sure that the sample best represents the degree of weathering. This sample is needed for testing and will have a significant influence on the determination of the claim. We will do our best to return the sample in the event that the claim is not found to be justified.
6. List all items affected by the issue such as corners posts, etc. **A complete list and quantity must** be outlined on the form. Should the claim be justified, this list will be used to determine the material needed to resolve the issue.
7. Submit claim forms and photos to: Submit sample and copy of claim form to”  

Royal Building Products Warranty Dept. 91 Royal Group Crescent Woodbridge, ON L4H 1X9	Royal Building Products QC Department 1550 Universal Rd. Columbus, OH 43207
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It may take up to 30 days to process the claim. Please hold all inquiries during this time. We are confident that we will have a response for you in this period. Following this period you may contact us at:

Phone: (855) 769-2585

Fax: (877) 854-2864

**Hail Damage Coverage:** Exterior Portfolio products’ current coverage for *hail damage* is as follows:

- *Standard vinyl siding:* The manufacturer will provide replacement material only, for the siding that was damaged beyond that covered by the homeowner’s insurance policy less the normal deductible.
- *Solid CoRe Siding:* The manufacturer will replace all damaged panels, including the cost of material and labor, which exceeds the amount covered by the homeowner’s insurance policy.

Proof of submission and resolution from the homeowner’s insurance company are required before final settlement of all hail damage claims.

**PLEASE COMPLETE THIS FORM ENTIRELY. ALL INFORMATION IS REQUIRED TO PROCESS YOUR CLAIM.**

*Failure to complete the form or submit any of the required items will delay our response to your issue.*

Name: \_\_\_\_\_  
Property owner

Address: \_\_\_\_\_ City: \_\_\_\_\_ St: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone # \_\_\_\_\_ Work Phone #: \_\_\_\_\_ email: \_\_\_\_\_

Original Installing Contractor: \_\_\_\_\_ Phone # \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ St: \_\_\_\_\_ Zip: \_\_\_\_\_

Distributor where material was purchased: \_\_\_\_\_ Phone # \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ St: \_\_\_\_\_ Zip: \_\_\_\_\_

Product involved: \_\_\_\_\_ Color: \_\_\_\_\_ Accessory Color: \_\_\_\_\_

Profile: (i.e. d\Double 4", Double 4 1/2" Dutchlap, etc.) \_\_\_\_\_

Total of squares of material on home: \_\_\_\_\_ Total of squares of material affected: \_\_\_\_\_

Style of home:

Ranch  2 story  Over 20 feet high  Other \_\_\_\_\_

Other materials affected and quantity (corner posts, etc.)  
\_\_\_\_\_  
\_\_\_\_\_

Date of installation: \_\_\_\_\_

How frequently is the product washed? \_\_\_\_\_

Walls affected: as viewed from the front of the home

Front  Back  Left  Right

Other: \_\_\_\_\_

Which wall faces north?

Front  Back  Left  Right

Date problem first discovered: \_\_\_\_\_

Did you own the home when product was installed? \_\_\_\_\_

**Proof of purchase is REQUIRED.** Please check which is attached:

Copy of warranty  Paid receipt specifically identifying our company as the manufacturer of the product on your home.

**Photos of all walls are REQUIRED.** One close up photo taken that illustrates the issue and one photo of each wall of the home, showing the complete wall.

**A sample of the product exhibiting the issue is REQUIRED to process a fade claim. Remove, or have your contractor remove, a small 1' - 3' long whole piece that can be placed back on the wall if necessary.**

**EXPLAIN THE ISSUE (BE SPECIFIC):** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**\*If the complaint address is different than the property owner address, please write the address in the explanation above.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Return to: Warranty Dept., Royal Building Products 91 Royal Group Crescent,  
Woodbridge, ON L4H 1Z9** Allow 30 days for processing of claim. A determination will be sent to you.



THINK OUTSIDE.®



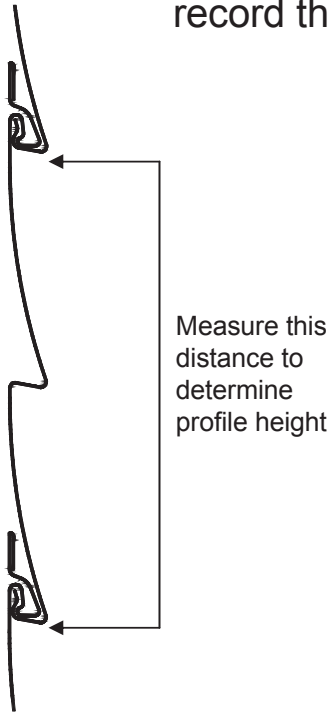
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# Identifying The Type Of Siding You Have

## Profile Height

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Please determine the height and style of your siding and record the information on the claim form in Section 2 - Profile



## Profile Style

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Clapboard



Triple 3



Dutch Lap



Beaded